

WHAT IS CLAIMED IS:

1 1. A method for providing an interactive voice response service, the
2 method comprising the steps of:
3 creating a pool of audio prompts;
4 subdividing the pool into segments;
5 generating code to randomly select prompts from one of the segments;
6 sending the generated code to a VoiceXML interpreter.

7 2. A method for providing an interactive voice response service, the
8 method comprising the steps of:
9 creating a pool of audio prompts;
10 subdividing the pool into segments, where each segment has includes a
11 shuffled sequence of audio prompts;
12 generating code to sequentially select prompts from one of the segments;
13 sending the generated code to a VoiceXML interpreter.